

On Customer Site

Visit Report

Reference :

Commande BSTe France : CM2103037		Call / PM number : PM 248	
Customer :	Schur Flexibles Uni Roto	System :	Webvideo_star TTB
Customer Contact :	M. Thomas Tronchet	ASO / WA :	WA18482
Customer Order number :		Machine Nickname :	Roto 09

Visit Purpose :

Mechanical Preparation	☐	Installation	☐	Start-up	☐
Maintenance	☒	Under Contract	☒	Out of Contract	☐
Troubleshoot	☐	Under Warranty	☐	Out of Warranty	☐
Instruction	☐ Yes				
	☒ No				

	18 / 10 / 2021	/ /	/ /	/ /	/ /	/ /
Travel To	0					
Start Time	15h00					
Lunch Time	0					
End Time	16h00					
Travel From	0					

Details	Changement de flash bulbs et suivi check points ci-dessous.
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Purpose of the visit completed : Yes ☒ No ☐
Need a new visit : Yes ☐ No ☒

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Maintenance Checklist for **wevideo_star** 2000

Available supporting documents :

- iPQ-Center Setup Instruction
- iPQ-Center Maintenance routines
- WSC-Camera Maintenance routine
- LED illumination maintenance routine

Customer name and place : **Schur Flexibles Uni Roto – 24 Hameau de la Neuville – 62127 Averdoingt - France**

Contact person at customer / Title : **M. Thomas Tronchet (Maintenance Manager)**

Customer Mail & Mobile/Landline : **thomas.tronchet@schurflexibles.com / +33 7 64 41 95 75**

System Type : **wevideo_star TTB**

WA/ASO : **WA18482**

Machine Manufacturer/Model/Nickname : **Bobst / Rotomec 4003 MP 1100-350-C / Roto 09**

Date : **18/10/2021**

Name : **Richard Relin**

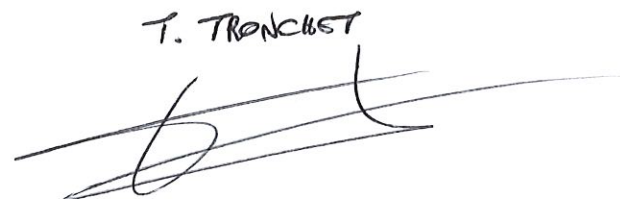
Comments :

Signatures :



Richard Relin 2021-10-22T09:57:43+02:00

BST eltromat FSE



Customer

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Prior to a Preventive Maintenance :

Check for system affecting modification reports and software releases.

Check for iPQ-Spectral sensor replace date.

Check with customer about problems and demands.

1. Replace filters of cabinets, check fan function.

OK/NOK/NA

☒ ☐ ☐

2. Visual check of system basic hardware condition :

OK/NOK/NA

- Check if all screws are in position and tightened.

☒ ☐ ☐

- Check cables for damages and correct fit in cable trunks.

☒ ☐ ☐

- Check if all connectors are tightened.

☒ ☐ ☐

3. Check image quality of screens with test pattern :

OK/NOK/NA

- Load test pattern from screen supplier on computer and display on all screens.

☒ ☐ ☐

- Check for color quality, pixel defects, contrast, brightness.

☒ ☐ ☐

- Recalibrate touch screen if necessary.

☒ ☐ ☐

4. Traverse and WSC-Camera according to separate instruction :

OK/NOK/NA

- Replace flash bulbs for main flash.

☒ ☐ ☐

- Clean glasses in front of main flash.

☒ ☐ ☐

- Change filters, check fan function.

☒ ☐ ☐

- Clean lens from dust.

☒ ☐ ☐

- Clean shadow reducing backplate.

☒ ☐ ☐

- Check flash bulb in lacquer (Cold Seal) flash.

☐ ☐ ☒

- Clean half mirrored glass in lacquer flash.

☐ ☐ ☒

- Check ZIF function with buttons on WSC Control Board.

☒ ☐ ☐

- Visual check and cleaning of traverse bars.

☒ ☐ ☐

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5. Check power flash or homogeneous BackPlate :		OK/NOK/NA
- Check function of flash bulbs according to instruction.	☒ ☐ ☐	
- Clean surface of white plate.	☒ ☐ ☐	
- Visual check and cleaning of traverse bars.	☒ ☐ ☐	
		OK/NOK/NA
6. Exchange the UPS battery according to iPQ-Check maintenance.		☒ ☐ ☐
- Model : 3S 700 IES	Date : 2013	
7. Check for useful software update with release letter : (*)		OK/NOK/NA
- Update to latest released software version IF system is affected from bug fixes and/or new functions and features.	☒ ☐ ☐	
- Check if an update of communication Workflow components is also necessary.	☐ ☐ ☒	
8. Check function and performance of the system :		OK/NOK/NA
- Check remote service function with BST eltromat RS. (**)	☒ ☐ ☐	
- Teamviewer Version check and upgrade (v12) :	☒ ☐ ☐	
- Check availability of system in customer network for snapshot gallery, pdf-upload And WorkFlow applications.	☐ ☐ ☒	
9. Give an instruction and production guiding for system operators.		OK/NOK/NA
- Explain new functions from software upgrade	☐ ☒ ☐	
- Proceed a practice training at machine about all basic functions.	☐ ☒ ☐	
- Explain special functions more detailed on operators request.	☐ ☒ ☐	
- Guide the production and watch how operators work with the system to give hints for a better operation.	☐ ☒ ☐	

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10. Backup for customer :

OK/NOK/NA

- *Preconditions : above points are checked and okay*
- Backup HardDisk or Image-PC exist from current Base Image -PC.
- If NOK on previous point, make a new Image-PC or Backup HDD.
- Write date and WA/ASO number on Backup HardDisk or Image-PC file name and give a copy to the customer.

☒ ☐ ☐

☐ ☒ ☐

☒ ☐ ☐

☐ ☒ ☐

11. Make a backup for our own service purpose and put this on our server. (*)**

OK/NOK/NA

☒ ☐ ☐

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Technical datas

Computer name : [18482wvstar5-1](#)

Computer description :

Total Physical Memory : [4 GB](#)

Computer Model / Image : [1.3.2](#)

(**) Remote Maintenance (Teamviewer)

IP address :

Subnet mask :

Default gateway :

Preferred DNS server :

Alternate DNS server :

Remote Access (Snapshot gallery, pdf upload, WF applications)

IP address :

Subnet mask :

Default gateway :

Preferred DNS server :

Alternate DNS server :

Teamviewer ID : [510 174 608 / v5](#)

OK/NOK/NA

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- | | |
|---|---|
| (***) - Dcf and pdfx folder | ☐ ☒ ☐ |
| - Windows Credentials | ☐ ☒ ☐ |
| - iPQ-xxxxxx_bak_date_time.zip file generated from sysconfig.py | ☒ ☐ ☐ |
| - MmxlpMap file in mmx folder for Check systems (Overlapping) | ☐ ☒ ☐ |
| - Screenshot from Application settings | ☒ ☐ ☐ |
| - Screenshot from visconfig.py (Mmx + Srb + Image) | ☒ ☐ ☐ |

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Notes
